



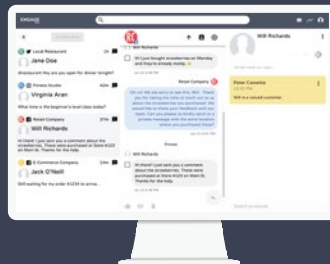
Meet your customers where they are. Exceed their expectations.

Digital customer care is the future of customer service. Are you equipped to meet your customers' needs? We have the people, tech, and expertise to monitor and solve your customers' inquiries seamlessly, online and in real-time.

We'll help you manage your brand's online reputation by implementing a customer service strategy specifically crafted for your needs. Our unique approach and technology will solve your customers' requests quickly and effectively to ensure that their expectations are not only met but exceeded.

Digital Customer Service

Our multilingual team is ready to assist your customers with on-demand online support. We build a response strategy that aligns to your brand voice, so our agents deliver thoughtful responses in every interaction with your customers.



Engage Platform

Engage is our revolutionary digital customer care software designed to fulfill the needs of an extensive digital customer service team. Our turn-key technology will help you launch your large-scale digital customer service initiative faster, easier, and more effectively.

CASE STUDY

Customer Service

CLIENT:

One of the Top 100 Retail Supermarkets in the U.S.

In one year, SPS DGTL provided 24/7 multilingual digital customer service on Facebook, Instagram, and Twitter, resolving more than 32,793 issues for the brand, each in less than an hour, and increased engagement by more than 700%.

- On average resolved **4,186 customer services issues per month.**
- **Audience grew by 167,065** in the first year of 24x7x365 multilingual digital customer service.
- Provided social customer service at a cost that's **63% less expensive than brand's traditional phone customer service.**
- **Helped brand gain national attention** for responding and assisting online efforts during a natural disaster and processing more than 100,000 real-time engagements in just four weeks.

RESULTS:

Social Volume Pilot vs. Continued Services:

	6 Month Pilot	Continued 6 Months	% Increase
Total Piece Count Avg.	18,925	46,616	146%
Avg. Inbound Messages	16,655	35,974	116%
Avg. Outbound Responses	2,271	10,644	369%
Avg. Response Rate	13.74%	36.09%	162%
Avg. Speed of Answer	< 2 Hours	< 1 Hours	

Audience Growth:

